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ABSTRACT

This executive summary provides a brief description of the Model Adoption Exchange Payment System (MAEPS), a unique payment system aimed at improving the delivery of adoption exchange services throughout the United States. Following a brief introductory overview, MAEPS is described in terms of (1) its six components (registration, listing, matching, recruiting, training and technical assistance, and advocacy/public relations), (2) products encompassed by the model, (3) data recording requirements, (4) the reimbursement process, and (5) the billing process. Sample data collection forms and report formats are attached at the end of the document. (MP)

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MODEL ADOPTION EXCHANGE PAYMENT SYSTEM

EXECUTIVE SUMMARY

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MODEL ADOPTION EXCHANGE PAYMENT SYSTEM

Executive Summary

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April, 1982

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Preface

The Model Adoption Exchange Payment System became a reality through the collective effort of many individuals. The idea for the System grew out of the numerous needs assessment workshops sponsored by the National Adoption Information Exchange System (NAIES). NAIES staff with initial involvement in developing the System included Valerie Preston, Karen Backiel and Nadja Brogden. The encouragement and support of these individuals helped pave the way for subsequent development and field testing of the System. Peggy Brown, who joined the NAIES staff after initial development of the System began, assisted greatly in facilitating completion of the System's design and field testing phase.

A very special note of recognition goes to the staff and leadership of the Delaware Valley Adoption Resource Exchange and the Washington (State) Department of Social and Health Services, who graciously agreed to serve as field-test sites during development of the System. These individuals provided insight and expertise during the initial stages of systems design, as well as throughout the field-testing process.

The Region III Adoption Resource Center and the Region X Adoption Resource Center were especially helpful in arranging travel schedules, providing meeting sites, and promoting ongoing dialogue among the major agencies and individuals involved in developing the System.

Mr. Robert Pfeiffer developed the software to support the computerized management reports produced by the System. We owe our thanks to our colleagues throughout the country, especially Rosalie Anderson, Director of the Region VI Adoption Resource Center, who offered encouragement, philosophical insights, and practical wisdom during the design and development of the System.

Finally, we are thankful to the thousands of waiting children in this country who unknowingly provided the stimulus for developing the System in the first place. It is our hope that the System will provide a mechanism for increasing chances for these children to achieve permanency through adoption.

RJA
Austin, Texas
April, 1982

Introduction

Development of the Model Adoption Exchange Payment System (MAEPS) was aimed at improving the delivery of adoption exchange services throughout the United States. The most significant contribution of this effort was the development of a unique payment system that enables managers and decision makers to: (a) identify and define the services required for achieving a successful adoption through the assistance of an adoption exchange; (b) determine the costs, actual and acceptable, of these services; and (c) allocate an agency's limited resources for adoption to the best advantage.

A payment system can be defined as a process in which a buyer and seller exchange goods or services in return for some agreed upon payment. This process typically involves the following activities: (a) defining the services to be exchanged; (b) identifying the cost of these items and their value to the buyer; (c) specifying a procedure for reporting financial information; (d) determining the kind, frequency and amount of payments to be made; and (e) disbursement and receipt of payment(s).

MAEPS was designed to ensure adequate reimbursement to adoption exchanges for costs incurred in completing specific activities in the adoption exchange process. Development of the System grew out of an increasing need by adoption exchange administrators and program managers for a formal tool to assist them in the operation and management of their programs, as well as to respond to increased demands for fiscal and program accountability brought about by today's economic realities. Chief among these realities is the generally declining pool of funds available to support human services programs, of which adoption exchanges represent but one example. This declining pool has stimulated increased demands for documenting the quantity, quality and costs of services. MAEPS represents a formal analytical tool with which to meet these demands.

MAEPS is intended to be used as a "decision support system". That is, in addition to the ability of MAEPS to provide accurate and timely information on the costs of services, it can also be used as a basis upon which decisions re-

garding the organization and delivery of adoption exchange services are made. Properly used, MAEPS has the capability of generating case-level data which can support decisions regarding the most effective way to manage individual caseloads. This same information can be aggregated across individual cases and workers to support decision making at the program level.

This Executive Summary provides a brief description of the Model Adoption Exchange Payment System, including sample data collection forms and report formats. Through this summary, potential users of the System will gain a better understanding of the philosophy, approach and use of a highly-structured management tool for improving the organization, funding and delivery of adoption exchange services.

Model Adoption Exchange Payment System

Technical Specifications

A. Components and Elements of a Comprehensive Adoption Exchange Service Delivery System

The basis for the Model Adoption Exchange Payment System is a six-component service system which includes the traditional adoption exchange services (registration, listing, matching, recruiting), plus two additional services (training and technical assistance and advocacy/public relations). Taken together, these six components define what is termed a "full service" exchange. The six components are defined as:

- Registration Services

  The process by which children legally free for adoption and families studied and approved for adoption are formally enrolled on an adoption exchange. Children not yet legally free for adoption (i.e., potential adoptive placements) may be enrolled on the exchange under the following circumstances:

  (1) children placed in temporary foster care after completion of a deprivation hearing while the case is under appeal;

  (2) children placed in temporary foster care after a deprivation or relinquishment hearing on behalf of one parent has been acted upon by the court and the caseworker is waiting for publication to terminate on the other parent. This type of placement assumes that all reasonable efforts to locate the absent parent have been exhausted;

  (3) children placed in temporary foster care where the court has not yet acted on the signed relinquishment;

  (4) children placed in temporary foster care for which a deprivation hearing has been filed, but not heard; and

  (5) unborn children for whom relinquishment is the plan.

- Matching Services

  The process by which children officially enrolled on the adoption exchange are matched with previously-studied and approved families.

- Listing Services

  The process by which children officially enrolled on the adoption exchange and/or previously-studied and approved families are listed in an exchange book for distribution to agencies, organizations such as adoptive parent groups, and individuals involved in the adoption process.

- Recruitment Services (General or Case-Specific)

  The process by which (a) prospective adoptive parents (is) are informed of the adoption process and (is) are encouraged to apply for adoptive parent status. The target recruitment population may be both the general population or special sub-populations, such as foster families.

- Training and Technical Assistance

  Formal and informal training and technical assistance initiated or provided directly by the adoption exchange to staff, users of the exchange, and others involved in the adoption process.

- Advocacy/Public Relations

  The promulgation of information to the general public or special sub-populations on the goals and activities of the adoption exchange, and formal and informal involvement in activities designed to promote the best interests of children who could benefit from the services of an adoption exchange, as well as families who wish to adopt children with special needs.

Examples of activities associated with each of these six service components are given below.

- Registration Services

  (1) submission/reviewing of registration information on child
  (2) submission of registration information by approved child-placing agency on families desiring to adopt
  (3) screening/re-screening of registration information for duplication, completeness, etc.
  (4) opening of ongoing case record
  (5) codification of families according to child(ren) preferred
  (6) periodic updating of registration information to determine status of case

- Matching Services

  (1) time spent with families in reviewing exchange books in response to inquiries about a child for whom they have expressed placement interest
  (2) in-house search for appropriate family(ies) and/or child(ren)
  (3) search of other resources for appropriate match(es)
  (4) identification of appropriate match(es) between waiting children and studied and approved families
  (5) transmittal of notice of suggested match(es) to agency with custody of child(ren) and to agency registering the family
  (6) removal of case from active status

- Listing Services

  (1) identification of children and/or families to be listed
  (2) preparation of profiles/narratives
  (3) obtaining of photographs, where appropriate
  (4) preparation of materials for printing
  (5) maintenance and updating of mailing list(s)
  (6) responding to requests for listing book(s)
  (7) updating of registration information for re-listing or removal from the listing book(s)

- Recruitment Services

  (1) planning of recruitment strategy
  (2) development of publicity program(s)
  (3) media presentations
  (4) public speaking engagements
  (5) information referral
  (6) follow-up on referrals made
  (7) development and coordination of, or participation in, community networks (adoptive parent groups, public and private child-placing agencies, and other constituent groups)

- Training and Technical Assistance

  (1) consultation on procedural and readiness issues
  (2) assistance in using the exchange
  (3) purchase of service negotiations

- Advocacy/Public Relations

  (1) General

    (a) public information
    (b) formulating and supporting legislation

(c) networking/relationship building
(d) providing leadership
(e) court testimony
(f) ombudsmanship for children and families

(2) Child/Family-Specific

(a) public information
(b) court testimony
(c) ombudsmanship for children and families

B. Products Encompassed by a Comprehensive Adoption Exchange Service Delivery System

As noted in the introduction section, a payment system can be defined as a process in which a buyer and a seller exchange goods or services in return for some agreed upon payment. For purposes of the Model Adoption Exchange Payment System, the goods or services (i.e., products) to be exchanged are defined as:

- Registration of a child or family
- Match of family(ies) with child(ren) awaiting adoption
- Listing (photo or otherwise) of a child or family in an exchange book
- Recruited/Prepared Family for a specific child awaiting adoption
- Training/ Technical Assistance Session or Package

As will be seen subsequently, the Model Adoption Exchange Payment System is specifically geared to accomodate payment for each of these products.

C. Data Recording Requirements

The Model Adoption Exchange Payment System requires adherance to a carefully-structured set of data recording requirements. These requirements were designed to provide the necessary information to support the actual-cost reimbursement mechanism reflected by the System. As such, their application is critical to the successful implementation of the System. Specific data recording requirements include the following:

- Data are collected for specific children and families on a one-to-one or individual basis
- Data are "encounter-based". That is, each time a client (child or family) is served (e.g., face-to-face meeting, telephone call, case dictation, travel), the time spent on that service (i.e., "encounter") is recorded on that client's individual case record using a specially-prepared activity log (see below)
- Data are collected according to specific components in the adoption exchange process (e.g., registration, listing, matching)
- A brief activity description is included in the case record. That is, for each "encounter" (see above), a brief description of the purpose or outcome of that "encounter" is recorded using a specially-prepared activity log (see below)
- All time spent on behalf of individual cases (children or families) is recorded according to specific activity categories (face-to-face contacts, telephone counseling, collateral contacts, travel, written correspondence, case dictation, etc.) using a specially-prepared activity log (see below)

D. Reimbursement Process

The Model Adoption Exchange Payment System was designed as an actual-cost reimbursement tool. That is, the costs of delivering particular services using the System are determined according to the actual time spent in delivering those services. This approach differs significantly from one in which entire programs are purchased and the costs of services are determined by dividing the number of products or services delivered into the total cost of the program. Under the Model Adoption Exchange Payment System, an adoption exchange is reimbursed only for products delivered. That is, payment for services rendered is authorized when the product is actually delivered.

In practice, it is expected that actual-cost reimbursement for exchange services may not be fully realized. That is, most funding sources, out of necessity, are forced to place ceilings of "caps" on the amounts they are able to spend for specified services. Nevertheless, without detailed actual-cost data, rate setting for exchange services is rendered meaningless, and the risk of under- or over-estimating the "true" costs of services is heightened.

1. Computation of Base Service-Hour Cost

Under the Model Adoption Exchange Payment System, the basic unit for determining all costs is the case hour. The cost of a service hour includes the cost of a casework hour plus a proportion of the salaries of supporting staff (supervisory and clerical) and other administrative costs, exclusive of certain unallowable expenses such as those associated with fund raising or the acquisition costs of land. These service-hour reimbursable costs are determined by dividing the total exchange program expenditures for a given calendar or fiscal year, minus unallowable expenses, by the total number of hours worked by exchange staff:

$$\text{Base Service-Hour Cost} = \frac{\text{Net Adoption Exchange Program Expenses}}{\text{Annual Case Service Hours}} \quad (1)$$

Where: Net Adoption Exchange Program Expenses = Total Adoption Exchange Program Expenses Minus Unallowable Expenses

2. Adjustments to Base Service-Hour Cost

a. Adjustment for General or Across-the-Board Recruitment

The Model Adoption Exchange Payment System is geared to reflect the impact of general or across-the-board recruitment time on the reimbursement process. The amount of time spent in these activities varies from exchange to exchange and can constitute a significant work investment by casework staff. The System recognizes that a certain level of outreach or general recruitment activity must be sustained in order to develop the resources (families) for which potential placement matches can be made. Since billing for services rendered is accomplished on a case-by-case or individual basis, a method had to be determined in which reimbursement for these general or across-the-board recruitment activities could be accomplished. It was concluded that the best way to achieve this goal was to allocate a proportion of the time spent in these activities, based on the actual experience of the exchange, to those cases for which a reimbursement request was actually made. This decision was based on the belief that general or across-the-board recruitment activities are fundamental to the overall mission of an exchange, namely, the identification of placement resources (families) for waiting children.

To reflect the impact of this supporting activity, the Base Service-Hour Cost reflected in equation (1) is adjusted upward by allocating a proportion of time spent in these activities to cases for which a specific or targeted recruitment activity is actually undertaken:

Adjusted Base Service-Hour Cost	=	Base Service-Hour Cost + (k)(Base Service-Hour Cost)

(2)

Where: k = The Ratio of Non Case-Specific to Case-Specific Hours in a Given Fiscal or Calendar Year as reflected in the Agency's Records.

b. Adjustment for Unsuccessful Matching Activity

Numerous potential placement matches are often made before one of those matches is "accepted" (i.e., a hold is put on the child's case, signifying the agency's intent to work with the family further to facilitate an adoptive placement). In order to reduce the overall financial burden of this unsuccessful matching activity on a particular exchange, the cost of unsuccessful or "aborted" matches is distributed across those cases for which a successful match is obtained (i.e., those which result in a case hold).

In these circumstances, the adjusted base service-hour cost reflected by equation (2) is modified to account for the impact of unsuccessful matching activity:

Adjusted Matching Services Hourly Cost	=	Adjusted Base Service-Hour Cost + (k)(Adjusted Base Service-Hour Cost)

(3)

Where: k = The Ratio of Unsuccessful Matches to Matches Which Resulted in Case Holds During a Given Fiscal or Calendar Year

The Adjusted Matching Services Hourly Cost is applied only when billing for Matching Services and has no bearing on the reimbursement process for other components of the adoption exchange delivery system.

3. Computational Formulae

a. Registration, Listing, Matching and Recruitment Services

Billing for adoption exchange services under the Model Adoption Exchange Payment System is both case-specific and component-specific in accordance with the number of hours of service delivered and the appropriate service-hour rate. The computational formulae for determining the costs of services delivered are given below.

Registration Services

The cost of a completed registration (child or family) is computed as:

Cost of Registration (4)	= (Total time spent on completing the registration from case record + average time spent per registration for updating purposes) x (Adjusted Base Service-Hour Cost)

Where: Average time spent per registration for updating purposes = total time spent in this activity for all cases during a given fiscal or calendar year divided by the number of cases registered during that same time period.

Note: The average time spent per registration for updating purposes is determined based on a retrospective review of case data at the end of the year, or when unavailable, this time is based on "best guess" projections substantiated by actual data at a later date.

Matching Services

The cost of an accepted match is determined as:

Cost of Match (5)	= (Total time spent on matching activity that resulted in a child's case being placed on hold, from case record) x (Adjusted Matching Services Hourly Rate)

At the time the placing agency notifies the exchange that the child's case has been put on hold, this signifies that a product has been delivered, and the exchange would submit a bill equal to the cost of the match as determined above.

The billing process for Matching Services reflects the position that the major thrust of adoption exchanges is to facilitate adoptive placements through the securing, identification and matching of resources (families) with children awaiting adoption. Whether the child for which a match results in a hold being placed on his or her case actually gets placed is beyond the control of the exchange. Therefore, with the Model Adoption Exchange Payment System reimbursement to the exchange for arranging an appropriate match is tied not to subsequent placement of the child, but to delivery of the product itself (i.e., a successful match as defined by the child's case being placed on hold).

Listing Services

The cost of listing a child or family on an adoption exchange is computed as:

Cost of Listing =	(Total time spent in preparing the listing, from case record) x (Adjusted Base Service-Hour Cost)	(6)

Note: Printing-related costs are included in the total operating budget of the exchange, and, therefore, are reflected in the cost of an hour of service, as adjusted.

Recruitment Services (Child-Specific)

The cost of providing recruitment services on behalf of a specific child are determined as:

Cost of Recruited, Prepared Family =	(Total time spent in recruitment activity, from case record) x (Adjusted Base Service-Hour Cost)	(7)

For child-specific recruitment, the adoption exchange and placement agency for which the recruitment is undertaken will agree in advance to minimum acceptable criteria or standards for the recruitment process. This step will minimize disagreements over what constitutes the "best" or "optimum" resource (family) for the child(ren) in question.

b. Training and Technical Assistance

The full-service exchange concept referenced above embraces the notion that the exchange is prepared to deliver or arrange for the delivery of training and technical assistance (T/TA) to its various constituents (e.g., specialized recruitment techniques for so-called "hard-to-place" children, development of advocacy/public relations campaigns, implementation of purchase of service agreements).

The cost of delivering a training/technical assistance session or implementing a specific training and technical assistance package is computed as:

Cost of T/TA Session or Package (8)	=	(Total time spent in preparing for and delivering the T/TA session or package) x (Adjusted Base Service-Hour Cost) + (Variable costs other than those covered by the exchange operating budget)

c. Allocating Advocacy/Public Relations Costs to Other Service Components

The Model Adoption Echange Payment System is also geared to reflect the impact of general or across-the-board advocacy/public relations time on the reimbursement process. The amount of time spent in these activities varies from exchange to exchange, and can constitute a significant expenditure of effort by casework staff. That is, the System recognizes that a certain level of general or across-the-board advocacy/public relations must be sustained in order to best serve the needs of children and families registered on the exchange.

Since billing for services under the System is accomplished on a case-by-case or individual basis, a method had to be determined by which reimbursement for these general or across-the-board advocacy/public relations activites could be accomplished. It was concluded that the best way to achieve this goal was to distribute or spread the costs of these activities across the various direct service components described above (Registration Services, Listing Services, Matching Services, Recruitment Services). This decision was based on the belief that general or across-the-board advocacy/public relations activities are fundamental to the overall mission of an ex-

change, namely, the identification of placement resources (families) for waiting children.

This allocation process is accomplished in two steps. First, the average cost of advocacy/public relations is determined by dividing the total cost of this activity for a given fiscal or calendar year by the number of children placed on hold during that same time period:

$$\text{Average Cost of Advocacy/ Public Relations} = \frac{\text{Total Cost of Advocacy/Public Relations}}{\text{Number of Children Placed on Hold}} \quad (9)$$

Where: Total cost of advocacy/public relations = (Total time spent in activity) x (Adjusted Base Service-Hour Cost)

The second step involves the distribution of the average cost of advocacy/public relations across the various components of the exchange process as follows:

Registration Services	10%
Matching Services	25%
Listing Services	20%
Recruitment Services	45%

Thus, when the exchange submits its bill for any one of these services, it would add a proportion of the average advocacy/public relations cost to that bill.

E. Time-Recording Process

Prior to implementing the Model Adoption Exchange Payment System, a separate case record must be established for each child and family registered on the exchange. This is an absolute prerequisite to using the System since the time-recording process is geared to capture time spent in adoption exchange activities on a case-by-case or individual basis. Once this has been accomplished, the exchange is ready to implement the case-specific time-recording process using the Case Activity Record and the General Activity Record (see Figures 1 and 2 respectively).

1. Case Activity Record

The Case Activity Record is designed to capture time spent in 15-minute intervals according to discrete components and activities. Referring to Figure 1, the reader can see that a separate Case Activity Record is established for each client (child and family) in the exchange caseload. Further inspection of Figure 1 reveals that the time-recording process is "encounter based". That is, a separate line on the Case Activity Record is provided to record time spent for each "encounter" (face-to-face contact, case preparation/dictation, written correspondence, telephone, travel) on a particular day. An "encounter" may comprise more than one activity. For example, from 8:30 a.m. to 9:30 a.m. on a particular day a worker may have a 30-minute face-to-face meeting with a prospective adoptive parent, then spend another 15 minutes making telephone calls on behalf of that parent, followed by 15 minutes completing written correspondence. The worker would record the total time spent (1 hour) on a single line on the Case Activity Record and would not be required to use three separate lines to document time spent on the case.

Detailed instructions are given in the Model Adoption Exchange Payment System User Manual for completing the Case Activity Record. There are four general rules to guide the overall time-recording process, followed by specific instructions for completing the form. The instructions are largely self-explanatory, and the potential user of the System is encouraged to review them prior to attempting the actual time-recording process. A sample completed Case Activity Record is also contained in the User Manual.

2. General Activity Record

The General Activity Record is designed to capture time spent in 15-minute intervals in general or non case-specific activities which are nonetheless essential to the overall operation of the exchange. This form is also used to document billing for training and technical assistance time and general or across-the-board recruitment time, as well as to capture information on the proportion of total time spent by exchange staff in non case-specific or general activities.

Detailed instructions are also given in the Model Adoption Exchange Payment System User Manual for completing the General Activity Record. A sample completed Case Activity Record is contained in the User Manual.

F. Management Reports

Two types of reports are produced under the Model Adoption Exchange Payment System: the Monthly Case Activity Report and the Monthly General Activity Report. As suggested by their titles, these reports are generated monthly using data provided by exchange caseworkers reflecting time spent on behalf of specific or general duties. In addition, a year-to-date report is produced which summarizes activities for all months preceding the month currently under observation. The organization and interpretation of each of these reports are discussed briefly below.

1. Monthly Case Activity Report

The Monthly Case Activity Report is used to reflect time spent in case-specific activities for a period equivalent to one month. This report is organized as follows. Using time data provided by adoption exchange caseworkers as recorded on the Case Activity Record, the amount of time spent by each worker on each case (child or family) is organized according to three major categories: (a) type of contact (face-to-face, case preparation/dictation, written correspondence, telephone-related, travel-related); (b) activity description (obtaining of photos, preparing materials for printing, publicity-related, court testimony, information referral, advocacy/ombudsmanship, review of exchange books, search of registrations, completion of registration information, updating of information, referral of family(ies) and child(ren), contract negotiations, removal of case from active status); and (c) type of service (Registration, Matching, Listing, Recruitment, Training and Technical Assistance, Advocacy/Public Relations). Examples of Monthly Case Activity Reports are shown in Figures 3 through 8. As can be seen from the figures, the monthly case-specific time data are broken down according to the following configurations:

- Case by Worker Report, depicting time spent by type of contact and type of service
- Component Totals by Worker Report, depicting time spent by each worker for his or her entire caseload according to type of service delivered
- Activity by Contact Report, depicting time spent across workers and across cases by type of activity and type of contact
- Activity by Component Report, depicting time spent across workers and across cases by type of activity and type of service
- Contact By Component Report, depicting time spent across workers and across cases by type of contact and type of service
- Case Summary Report, depicting time spent across workers for each case by type of service

2. Monthly General Activity Report

The Monthly General Activity Report is used to reflect time spent in non case-specific or general activities for a period equivalent to one month. This report is organized as follows. Using time data provided by adoption exchange caseworkers as recorded on the General Activity Record, the amount of time spent by each worker in non case-specific or general activities is organized according to three major categories: (a) type of contact (face-to-face, written correspondence, telephone-related, travel-related); (b) type of service (Registration, Matching, Listing, Recruitment, Training and Technical Assistance, Advocacy/Public Relations); and (c) activity description (information referral, advocacy/ombudsmanship, systems maintenance, training-related, public information/community development, research, supervision, fund raising/budget development, liaison, referral of families for study and information, time study). Examples of Monthly General Activity Reports are shown in Figures 9 through 12. As can be seen from the figures, the monthly non case-specific time data are broken down according to the following configurations:

- Contact by Service Report, depicting time spent by each worker by type of contact and type of service
- Contact by Activity Report, depicting time spent by each worker by type of contact and type of activity
- Contact by Service Report, depicting time spent across all workers by type of contact and type of service
- Contact by Activity Report, depicting time spent across all workers by type of contact and type of activity

As can be seen from a review of Figures 3 through 12, the Monthly Case Activity Report and the Monthly General Activity Report provide a wealth of information to the potential end user. The reports are intended to promote effective case management, as well as provide the necessary data to meet the cost analysis requirements of the Model Adoption Exchange Payment System. Thus, their overall utility spans a wide audience of users, including adoption exchange caseworkers and their supervisors, program managers and administrators, and fiscal/budget directors. The reports reflect readily useable data in easy-to-interpret formats. When produced in a timely manner, they can serve as an effective tool for improving the overall management and operation of adoption exchange programs.

For large exchanges, with a high volume of registration, matching, listing, etc. activity, the use of a computer to facilitate the production of the monthly management reports is strongly encouraged. Experience has shown that the potential for summary errors is directly proportional to the size of the adoption exchange caseload and the amount of activity generated on behalf of that caseload. Furthermore, the use of a computer to facilitate the production of monthly management reports contributes to the timely completion of the reports, which in turn increases their overall utility as a case management and program management tool. The computer software developed for the field testing of the Model Adoption Exchange Payment System is presently designed to operate on medium- to large-scale computers; however, this does not preclude subsequent development of the software for use with micro-

computers such as the Radio Shack TRS-80 or the Apple II/III, as well as certain word processors. If an exchange decides to utilize computer technology to facilitate production of the monthly management reports, three options exist: (a) use of an in-house computer owned or leased by the exchange or its parent organization; (b) use of donated computer time from one of the exchange's constituents; and (c) purchase of computer services from a third-party vendor.

The cash investment required to use computers to facilitate the production of monthly management reports is determined largely by the volume of service activity generated by the exchange. Thus, it is difficult to pinpoint the exact costs of using computer-based technology for this purpose. However, experience with the field testing of the Model Adoption Exchange Payment System has shown the total cash investment, including the costs of coding and keypunching of data, to be minimal. Current estimates place these costs at approximately $2.00 per client per month, should the exchange choose a third-party vendor to process its time data. The only additional charges would be for mailing costs, which are largely determined by the size of the computer printouts generated and the number of copies requested, and the costs of time-recording forms.

In the event that a third-party vendor is chosen to produce the monthly management reports, all the exchange is required to do is to batch together the completed time-recording forms for a given month of activity (a two-part form is provided for this purpose) and send it to the vendor by the fifth working day of the month following the time period for which analysis is desired. The vendor will code, keypunch, verify and analyze the data, and produce the necessary management reports by the fifteenth working day of that month. All raw data will be stored in a secure environment at the vendor's computer facility for a period of one year, at which time it will be returned to the exchange.

G. The Billing Process Summarized

Billing for services delivered under the Model Adoption Exchange Payment System is accomplished by extracting time spent on individual cases as reflected in the Case Activity Record and plugging that time into the reimbursement formulae referenced above. A summary of the billing procedure is given below.

Product	Billing Formula	Time Bill Submitted
A. Registration	A. (Total time spent on completing registration from case record + average time spent per registration for updating purposes) x (Adjusted Base Service-Hour Cost)	A. When case is opened and child or family is officially registered on the exchange
B. Match	B. (Total time spent on arranging for match that resulted in child's case being placed on hold, from case record) x (Adjusted Matching Services Hourly Cost)	B. When agency registering child acknowledges that a match was "accepted" and child's case was put on hold (bill is only for matching activity for that child)
C. Listing	C. (Total time spent in preparing the listing, photo or otherwise, from case record) x (Adjusted Base Service-Hour Cost)	C. When child or family is officially listed in exchange book and relevant pages of the book have been sent to the listing agency
D. Recruited, Prepared Family	D. (Total time spent in recruitment activity from case record) x (Adjusted Base Service-Hour Cost)	D. When information on recruited family(ies) is transmitted to agency with child, in accordance with criteria mutually agreed upon by by agency and exchange

E. Training/ Technical Assistance Session or Package	E. (Total time spent preparing for and delivering T/TA from case record) x (Adjusted Base Service-Hour Cost) + variable costs other than those covered by exchange operating budget	E. When T/TA session or package is delivered
F. Advocacy/ Public Relations	F. (Total cost of advocacy/public relations)/ (No. children placed on hold during given calendar or fiscal year) Where: Total cost of advocacy/ public relations = (Total staff time spent from case record) x (Adjusted Base Service-Hour Cost) Average cost is added to bill for various components according to following distribution: Recruitment - 10% Match - 25% Listing - 20% Recruited/ Prepared Family - 45%	F. See A - D above

Figure 1

MODEL ADOPTION EXCHANGE PAYMENT SYSTEM

Include Time Spent For All Categories That Apply

Case Activity Record

Client No. _____

Check One Only

Date	Worker	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Activity Description	PP*	PM*	Comp

ACTIVITY KEY:
1 = Face-to-Face Contact (Group or Individual)
2 = Case Preparation/ Dictation
3 = Written Correspondence
4 = Telephone-Related
5 = Travel-Related

DESCRIPTOR KEY:
6 = Obtaining of Photos
7 = Preparing Materials For Printing
8 = Publicity-Related
9 = Court Testimony
10 = Information Referral
11 = Advocacy/Ombudsmanship
12 = Review of Exchange Books
13 = Search of Registrations
14 = Completion of Registration Information
15 = Updating of Information
16 = Referral of Family(ies) and Child(ren)
17 = Contract Negotiations
18 = Removal of Case From Active Status

COMPONENT KEY:
A = Registration Services
B = Matching Services
C = Listing Services
D = Recruitment Services
E = Training/Technical Assistance
F = Advocacy/Public Relations

* PP = Placement Pending
PM = Placement Made

Figure 2

MODEL ADOPTION EXCHANGE PAYMENT SYSTEM

General Activity Record

Include Time Spent For All Categories That Apply

Check One Only

Caseworker Name: _____

Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	Brief Activity Description	Comp.

ACTIVITY KEY:
1 = Face-to-Face Contact (Group or Individual)
2 = Written Correspondence
3 = Telephone-Related
4 = Travel-Related
5 = Oporations Update and Review

DESCRIPTOR KEY:
6 = Information Referral
7 = Advocacy/Ombudsmanship
8 = Systems Maintenance
9 = Training-Related
10 = Public Information/ Community Development
11 = Research
12 = Supervision
13 = Fund Raising/Budget Development
14 = Liaison Activities
15 = Referral of Families For Study or Information
16 = Time Study

COMPONENT KEY:
A = Registration Services
B = Matching Services
C = Listing Services
D = Recruitment Services
E = Training/Technical Assistance
F = Advocacy/Public Relations
G = Other

Figure 3

Model Adoption Exchange Payment System
Monthly Case Activity Report

Case Number 8501

Component	A	B	C	D	E	F	TOTAL
Worker PW							
Pers. Contact	.00	.00	.00	.00	.00	.00	.00
Case Prep.	.00	.00	.00	.00	.00	.00	.00
Correspond.	.00	.00	.00	.00	.00	.00	.00
Tel.-Related	.00	.00	.25	.00	.00	.00	.25
Trvl.-Related	.00	.00	.00	.00	.00	.00	.00
Worker JP							
Pers. Contact	.00	.00	.00	.00	.00	.00	.00
Case Prep.	.00	.00	.25	.00	.00	.00	.25
Correspond.	.00	.00	.00	.00	.00	.00	.00
Tel-Related	.00	.00	.00	.00	.00	.00	.00
Trvl.-Related	.00	.00	.00	.00	.00	.00	.00
TOTAL	.00	.00	.50	.00	.00	.00	.50

Where: A = Registration Services; B = Matching Services; C = Listing Services; D = Recruitment Services; E = Training and Technical Assistance; and F = Advocacy/Public Relations

Note: - Time is recorded in quarter-hour increments. For example, 1.25 means one and one-fourth hours or 75 minutes.

* indicates placement pending; ** indicates placement made

Figure 4

Model Adoption Exchange Payment System
Monthly Case Activity Report

Component Totals By Worker Across Cases

Component	A	B	C	D	E	F	TOTAL
Worker PW	1.00	1.00	.75	1.00	.00	.00	3.75
Worker JF	.00	.25	2.50	.00	.00	.00	2.75
Worker NB	.00	.00	.00	.00	.00	.75	.75
TOTAL	1.00	1.25	3.25	1.00	.00	.75	7.25

Where: A = Registration Services; B = Matching Services; C = Listing Services; D = Recruitment Services; E = Training and Technical Assistance; and F = Advocacy/Public Relations

Note.- Time is recorded in quarter-hour increments. For example, 1.25 means one and one-fourth hours or 75 minutes.

Figure 5

Model Adoption Exchange Payment System
Monthly Case Activity Report

Activity By Description Report

Activity	A	B	C	D	E	TOTAL
Photos	.00	.00	.00	.00	.00	.00
Printing	.00	.00	.00	.00	.00	.00
Publicity	.00	2.50	.00	.00	.00	2.50
Testimony	.00	.00	.00	.00	.00	.00
Info. Referral	.00	.00	.00	.00	.00	.00
Advocacy	.00	.00	.00	.00	.00	.00
Book Review	.00	.00	.00	.00	.00	.00
Search	.00	.00	.00	.00	.00	.00
Registration	.00	.00	.00	.00	.00	.00
Info. Update	.25	.25	.50	2.00	.00	3.00
Referral	.00	.25	.00	.50	.00	.75
Contract Neg.	.25	.00	.25	.00	.00	.50
De-Activation	.00	.25	.25	.00	.00	.50
TOTAL	.50	3.25	1.00	2.50	.00	7.25

Where: A = Personal Contact; B = Case Preparation; C = Correspondence; D = Telephone-Related; E = Travel-Related

Note.- Time is recorded in quarter-hour increments. For example, 1.25 means one and one-fourth hours or 75 minutes.

Figure 6

Model Adoption Exchange Payment System
Monthly Case Activity Report

Component By Description Report

Component	A	B	C	D	E	F	TOTAL
Photos	.00	.00	.00	.00	.00	.00	.00
Printing	.00	.00	.00	.00	.00	.00	.00
Publicity	.00	.00	2.50	.00	.00	.00	2.50
Testimony	.00	.00	.00	.00	.00	.00	.00
Info. Referral	.00	.00	.00	.00	.00	.00	.00
Advocacy	.00	.00	.00	.00	.00	.00	.00
Book Review	.00	.00	.00	.00	.00	.00	.00
Search	.00	.00	.00	.00	.00	.00	.00
Registration	.00	.00	.00	.00	.00	.00	.00
Info. Update	.50	.50	.75	.50	.00	.75	3.00
Referral	.25	.50	.00	.00	.00	.00	.75
Contract Neg.	.00	.00	.00	.50	.00	.00	.50
De-Activation	.25	.25	.00	.00	.00	.00	.50
TOTAL	1.00	1.25	3.25	1.00	.00	.75	7.25

Where: A = Registration Services; B = Matching Services; C = Listing Services; D = Recruitment Services; E = Training and Technical Assistance; F = Advocacy/Public Relations

Note. - Time is recorded in quarter-hour increments. For example, 1.25 means one and one-fourth hours or 75 minutes.

Figure 7

Model Adoption Exchange Payment System
Monthly Case Activity Report

Activity By Component Report

Component	A	B	C	D	E	F	TOTAL
Personal Contact	.25	.00	.00	.25	.00	.00	.50
Case Preparation	.00	.50	2.50	.25	.00	.00	3.25
Correspondence	.25	.00	.00	.25	.00	.50	1.00
Telephone-Related	.50	.75	.75	.25	.00	.25	2.50
Travel-Related	.00	.00	.00	.00	.00	.00	.00
TOTAL	1.00	1.25	3.25	1.00	.00	.75	7.25

Where: A = Registration Services; B = Matching Services; C = Listing Services; D = Recruitment Services; E = Training and Technical Assistance; and F = Advocacy/Public Relations

Note. - Time is recorded in quarter-hour increments. For example, 1.25 means one and one-fourth hours or 75 minutes.

Figure 8

Model Adoption Exchange Payment System
Monthly Case Activity Report

Case Summary

Component	A	B	C	D	E	F	TOTAL
0001	.00	.00	.00	.00	.00	.75	.75
0002	.25	.00	.00	.00	.00	.00	.25
8176	.00	.00	.25	.00	.00	.00	.25
8397	.00	.00	.25	.00	.00	.00	.25
8447	.00	.00	.25	.00	.00	.00	.25
8458	.00	.25	.00	.00	.00	.00	.25
8465	.00	.00	.25	.00	.00	.00	.25
8492	.00	.00	.25	.00	.00	.00	.25
8501	.00	.00	.50	.00	.00	.00	.50
8504	.00	.25	.00	.00	.00	.00	.25
8525	.25	.00	.25	.00	.00	.00	.50
8529	.00	.25	.00	.00	.00	.00	.25
8531	.00	.50	.00	.00	.00	.00	.50
8534	.00	.00	.50	.00	.00	.00	.50
C1925	.00	.00	.25	.75	.00	.00	1.00
C1930	.00	.00	.25	.00	.00	.00	.25
C1953	.50	.00	.25	.25	.00	.00	1.00
TOTAL	1.00	1.25	3.25	1.00	.00	.75	7.25

Where: A = Registration Services; B = Matching Services; C= Listing Services; D = Recruitment Services; E = Training and Technical Assistance; and F = Advocacy/Public Relations

Note. - Time is recorded in quarter-hour increments. For example, 1.25 means one and one-fourth hours or 75 minutes.

Figure 9

Model Adoption Exchange Payment System
Monthly General Activity Report

Activity By Component Report For Worker PW

Component	A	B	C	D	E	F	G	TOTAL
Personal Contact	.75	.00	.00	.25	.00	.00	.00	1.00
Correspondence	4.00	.50	.00	4.75	.25	.00	.00	9.50
Telephone-Related	.25	.00	.00	.00	.50	.50	.00	1.25
Travel-Related	.00	.00	.00	.00	.00	.00	.00	.00
TOTAL	5.00	.50	.00	5.00	.75	.50	.00	11.75

Where: A = Registration Services; B = Matching Services; C = Listing Services; D = Recruitment Services; E = Training and Technical Assistance; F = Advocacy/Public Relations; and G = Other

Note. - Time is recorded in quarter-hour increments. For example, 1.25 means one and one-fourth hours or 75 minutes.

Figure 10

Model Adoption Exchange Payment System
Monthly General Activity Report

Activity By Description Report For Worker PW

Descriptor	A	B	C	D	E	F	G	H	I	J	TOTAL
Pers. Contact	.00	.00	1.00	.00	.00	.00	.00	.00	.00	.00	1.00
Correspond.	5.00	.00	1.25	.25	1.75	1.25	.00	.00	.00	.00	9.50
Tel.-Related	.50	.00	.00	.00	.25	.00	.00	.00	.00	.50	1.25
Trvl.-Related	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
TOTAL	5.50	.00	2.25	.25	2.00	1.25	.00	.00	.00	.50	11.75

Where: A = Information Referral; B = Advocacy; C = Systems Maintenance; D = Training; E = Public Information; F = Research; G = Supervision; H = Fund Raising; I = Liaison Activities; J = Referral of Families For Study

Note.- Time is recorded in quarter-hour increments. For example, 1.25 means one and one-fourth hours or 75 minutes.

Figure 11

Model Adoption Exchange Payment System
Monthly General Activity Report

Activity By Component Report - All Workers

Component	A	B	C	D	E	F	G	TOTAL
Personal Contact	1.50	.00	.00	.75	.00	.00	.00	2.25
Correspondence	4.00	.50	.00	4.75	.25	.00	.00	9.50
Tel.-Related	.25	.00	.00	.00	.50	.50	.00	1.25
Trvl.-Related	.00	.00	.00	.00	.00	.00	.00	.00
TOTAL	5.75	.50	.00	5.50	.75	.50	.00	13.00

Where: A = Registration Services; B = Matching Services; C = Listing Services; D = Recruitment Services; E = Training and Technical Assistance; F = Advocacy/Public Relations; and G = Other

Note. - Time is recorded in quarter-hour increments. For example, 1.25 means one and one-fourth hours or 75 minutes.

Figure 12

Model Adoption Exchange Payment System
Monthly General Activity Report

Activity By Description Report - All Workers

Descriptor	A	B	C	D	E	F	G	H	I	J	TOTAL
Pers. Cont.	.00	.00	1.00	.00	.00	.00	1.25	.00	.00	.00	2.25
Correspond.	5.00	.00	1.25	.25	1.75	1.25	.00	.00	.00	.00	9.50
Tel.-Related	.50	.00	.00	.00	.25	.00	.00	.00	.00	.50	1.25
Trvl.-Rel.	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
TOTAL	5.50	.00	2.25	.25	2.00	1.25	1.25	.00	.00	.50	13.00

Where: A = Information Referral; B = Advocacy; C = Systems Maintenance; D = Training; E = Public Information; F = Research; G = Supervision; H = Fund Raising; I = Liaison Activities; J = Referral of Families For Study

Note. - Time is recorded in quarter-hour increments. For example, 1.25 means one and one-fourth hours or 75 minutes.